



CC Docket 98-67

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June 25, 2001

Ms. Magalie Roman Salas
 Office of the Secretary
 Federal Communications Commission
 445 12th Street, S.W.
 Washington, DC 20554

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FCC MAIL ROOM

In Re: CC Docket No. 98-67 – Georgia TRS Annual Log of Consumer Complaints

Dear Ms. Salas:

I am responding on behalf of the Georgia Public Service Commission to the requirement contained in the Order on Reconsideration in CC Docket No. 98-67 for state's and TRS providers' complaint log summaries for the 12 month period ending May 31 be submitted to the Federal Communications Commission by the states and TRS providers by July 1 of each year, beginning in 2001.

We have received no complaints at the Georgia Public Service Commission during the above period concerning the Georgia TRS.

However, we did receive a call from a voice subscriber in April 2001 who reported difficulty in obtaining the published Georgia TRS voice 1-800 number from BellSouth Telecommunications directory assistance for the City of Atlanta. Commission staff called directory assistance for Atlanta and were able to obtain this number after requesting assistance from a supervisor. Commission staff advised BellSouth Telecommunications Regulatory Affairs personnel of this apparent database problem and were promised that corrective action would be taken. Georgia TRS numbers are clearly listed in BellSouth directories.

On June 22, 2001 Commission staff called BellSouth Telecommunications directory assistance for Atlanta and requested the TRS 1-800 numbers. The numbers were immediately available for the metropolitan Atlanta area cities but not by database inquiry for the City of Atlanta per se. Commission staff has requested corrective action from BellSouth Telecommunications.

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COMMUNICATIONS BUREAU

Letter to Ms. Magalie Roman Salas of June 25, 2001 – Page 2

The Georgia TRS provider, AT&T, will be submitting its log of complaints concerning the Georgia TRS directly to the FCC. Georgia Public Service Commission staff review these complaints on a monthly basis as they are reported by AT&T, including the resolution of each.

Sincerely,

A handwritten signature in black ink, appearing to read "K.H. Ellison", written in a cursive style.

K.H. Ellison
Assistant Director
Utilities Division